

2600 Maitland Center Pkwy.

Suite 300

Maitland, FL 32751

P.O. Drawer 200

Winter Park, FL

32790-0200

Tel: 407-740-8575

Fax: 407-740-0613

www.tminc.com

March 2, 2009 Via ECFS

Ms. Marlene H. Dortch, FCC Secretary

Office of the Secretary

Federal Communications Commission 445 12th Street, SW, Suite TW-A325

Washington, DC 20554

RE:

EB Docket No. 06-36

Amended Annual 64.2009(e) CPN Certification for 2008 New Global Telecom, Inc. - Form 499 Filer ID 816002

Dear Ms. Dortch:

Enclosed for filing is the Amended 2008 CPNI Compliance Certification submitted earlier today on behalf of New Global Telecom, Inc. This filing is submitted pursuant to 47 C.F.R. Section 64.2009(e) and in accordance with the Public Notice DA 09-9 issued January 7, 2009.

Any questions you may have concerning this filing may be directed to me at 470-740-3005 or via email to mbyrnes@tminc.com.

Sincerely,

Monique Byrnes

Consultant to

New Global Telecom, Inc.

MB/gs

Attachment

cc:

FCC Enforcement Bureau (2 copies)

Best Copy and Printing (via email to FCC@BCPIWEB.COM)

R. L. Decker - New Global Telecom

file:

New Global Telecom - CPNI

tms:

FCCx0901a



2600 Maitland Center Pkwy.

Suite 300

Maitland, FL 32751

P.O. Drawer 200

Winter Park, FL

32790-0200 407-740-8575

Tel:

407-740-0613

www.tminc.com

March 2, 2009 Via ECFS

Ms. Marlene H. Dortch, FCC Secretary

Office of the Secretary

Federal Communications Commission 445 12th Street, SW, Suite TW-A325

Washington, DC 20554

RE:

EB Docket No. 06-36

Annual 64.2009(e) CPN Certification for 2008

New Global Telecom, Inc. - Form 499 Filer ID 816002

Dear Ms. Dortch:

Enclosed for filing is the 2008 CPNI Compliance Certification submitted on behalf of New Global Telecom, Inc. This filing is submitted pursuant to 47 C.F.R. Section 64.2009(e) and in accordance with the Public Notice DA 09-9 issued January 7, 2009.

Any questions you may have concerning this filing may be directed to me at 470-740-3005 or via email to mbyrnes@tminc.com.

Sincerely,

Monique Byrnes Consultant to

New Global Telecom, Inc.

MB/sp

Attachment

FCC Enforcement Bureau (2 copies) cc:

Best Copy and Printing (via email to FCC@BCPIWEB.COM)

R. L. Decker - New Global Telecom

New Global Telecom - CPNI file:

FCCx0901 tms:

Annual 64.2009(e) CPNI Certification for:

Calendar Year 2008

Date Filed:

Name of Company covered by this certification:

New Global Telecom, Inc.

Form 499 Filer ID:

816002

Name of Signatory:

Robert L. Decker

Title of Signatory:

Senior Vice President

- Technology & Service Operations

I, Robert L. Decker, certify and state that:

- 1. I am the Senior Vice President Technology & Service Operations of New Global Telecom, Inc. and, acting as an agent of the company, I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 C.F.R. Section 64.2001 et seq.
- 2. Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in Section 64.2001 et seq. of the Commission's rules.
- 3. The company has not taken any actions against data brokers in the past year.
- 4. The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

New Global Telecom, Inc.

Date

New Global Telecom, Inc.

STATEMENT OF CPNI PROCEDURES AND COMPLIANCE

New Global Telecom, Inc. ("NGT" or "Company") is a wholesale and limited retail provider of interconnected VOIP services. Although the Company does have CPNI and call detail records, such information is not used for marketing purposes. Furthermore, the Ccompany does not provide CPNI to third parties and does not sell CPNI. NGT is committed to protecting the confidentiality of all customer information, including CPNI and call detail records.

Company employees are trained in the proper use and protection of CPNI, and are prohibited from disclosing such information. The Company provides for disciplinary action for such violations, up to and including termination of employment.

The Company does not disclose call record information over the telephone, except in the case of end user customer-initiated calls. In those calls, the identity of the caller is validated or the caller volunteers the call detail information necessary to address the customer service issue.

The Company does provide web portals for end-user customers to view call detail and configuration details of their purchased VOIP services. To initiate on-line access, the end-user customer self registers on the Company's on-line system and creates their own password. In addition, the customer is required to provide responses to non-account or biographical security questions. The web portal limits customers to accessing their specific data only. In the event a customer loses or forgets the log-in or password information the customer can go to a "forgot password" link and if security questions are accurately responded to will receive an email to update the password. An immediate email notification is sent to the registered user of the account holder of record.

The Company does not have any retail locations and therefore does not disclose call detail records in-store.

Requests for call detail records by law enforcement agencies are only granted under subpoena.

New Global Telecom, Inc.

Statement of CPNI Procedures and Compliance (Page 2)

The Company has in place procedures to notify law enforcement in the event of a breach of customers' CPNI, including call detail records, to ensure that notification is provided in the time period set forth in the FCC's rules, or if applicable, when so authorized by law enforcement. In addition, the Company has a process to record all breaches discovered and will provide notification to the United States Secret Service, FBI and customers, to the extent possible.

The Company has not taken any actions against data brokers in the last year.

The Company did not receive any complaints about the unauthorized release of CPNI or the unauthorized disclosure of CPNI, including call detail records, in calendar year 2008.

The Company has not developed any information with respect to the processes pretexters are using to attempt to access CPNI or call detail records.



The FCC Acknowledges Receipt of Comments From ... New Global Telecom, Inc. ...and Thank You for Your Comments

Your Confirmation Number is: '200932748116

Date Received:

Mar 2 2009

Docket:

06-36

Number of Files **Transmitted:**

DISCLOSURE

This confirmation verifies that ECFS has received and accepted your filing. However, your filing will be rejected by ECFS if it contains macros, passwords, redlining, read-only formatting, a virus or automated links to source documents that is not included with your filing. Filers are encouraged to retrieve and view their filing within 24 hours of receipt of this confirmation. For any problems contact the Help Desk at 202-418-0193.

Initiate a Submission | Search ECFS | Return to ECFS Home Page

FCC Home Page

Search | Commissioners | Bureaus/Offices |

updated 12/11/03